

**From:** Peters, Joe  
**To:** McCraw, Steven; MacBride, Cheryl; Bodisch, Robert; Cesinger, Katherine; Nolte, Candace  
**Sent:** 7/1/2013 6:27:42 PM  
**Subject:** FW: EIC Morning Report

FYI

**From:** Rodriguez, Tony  
**Sent:** Monday, July 01, 2013 5:47 PM  
**To:** Peters, Joe  
**Cc:** Watkins, Paul; Bell, Stephen; Winkley, Salestus; Berkley, Johnnie; Silva, Samuel; Valenzuela, Estella; Valdez, Tomas; Hubbard, Barbara; Garcia, Joseph; Smith, Janie; Melcher, Lori; Gomez, Enrique; Mastracchio, JoeAnna; Ron Grahovec; Crawford, John  
**Subject:** RE: EIC Morning Report

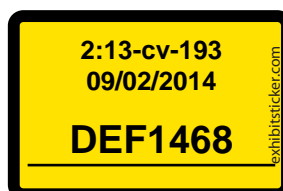
Two additional inquiries, but still no issuances.

01 July Final EIC Report			
1A	Issuance	0	
	Inquiry	0	
1B	Issuance	0	
	Inquiry	1	Fort Worth South EIC inquiry by Jimmy Killingsworth at 1:30 PM 7/1/2013 for members of his church comm
2A	Issuance	0	
	Inquiry	0	
2B	Issuance	0	
	Inquiry	1	1 request - had a passport not eligible
3	Issuance	0	
	Inquiry	0	
4	Issuance	0	
	Inquiry	0	
5	Issuance	0	
	Inquiry	0	
6A	Issuance	0	
	Inquiry	0	
6B	Issuance	0	
	Inquiry	0	
Total EICs Issued Today		0	
Total EIC Inquiries Today		2	
Total EICs Issued to Date		0	
Total EIC Inquiries to Date		34	

v/r

*Tony Rodriguez*

Customer Operations Senior Manager – South and West  
 Driver License Division  
 Texas Department of Public Safety  
[tony.rodriguez@dps.texas.gov](mailto:tony.rodriguez@dps.texas.gov)  
 512.424.5657 (O)  
 512.739.9709 (C)  
 512.424.5233 (F)



The Driver License Division is committed to quality and excellence in customer service. Please share your thoughts with us via our online customer service survey at: <http://www.survey.utexas.edu/txdps/>

**From:** Rodriguez, Tony

**Sent:** Monday, July 01, 2013 11:58 AM

**To:** Peters, Joe

**Cc:** Watkins, Paul; Bell, Stephen; Winkley, Salestus; Berkley, Johnnie; Silva, Samuel; Valenzuela, Estella; Valdez, Tomas; Hubbard, Barbara; Garcia, Joseph; Smith, Janie; Melcher, Lori; Gomez, Enrique; Mastracchio, JoeAnna; 'Grahovec, Ron'; Crawford, John

**Subject:** EIC Morning Report

Sorry for the delay. We continue to have some inquiries but no issuance of an EIC.

01 July Morning EIC Report			
1A	Issuance	0	
	Inquiry	0	
1B	Issuance	0	
	Inquiry	0	
2A	Issuance	0	
	Inquiry	0	
2B	Issuance	0	
	Inquiry	2	1 had ID and Concealed Handgun License 1 had DL
3	Issuance	0	
	Inquiry	0	
4	Issuance	0	
	Inquiry	0	
5	Issuance	0	
	Inquiry	0	
6A	Issuance	0	
	Inquiry	0	
6B	Issuance	0	
	Inquiry	0	
Total EICs Issued Today		0	
Total EIC Inquiries Today		2	
Total EICs Issued to Date		0	
Total EIC Inquiries to Date		12	

v/r

*Tony Rodriguez*

Customer Operations Senior Manager – South and West

Driver License Division

Texas Department of Public Safety

[tony.rodriguez@dps.texas.gov](mailto:tony.rodriguez@dps.texas.gov)

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**From:** Rodriguez, Tony

**Sent:** Friday, June 28, 2013 4:52 PM

**To:** Peters, Joe

**Cc:** Watkins, Paul; Bell, Stephen; Winkley, Salestus; Berkley, Johnnie; Silva, Samuel; Valenzuela, Estella; Valdez, Tomas; Hubbard, Barbara; Garcia, Joseph; Smith, Janie; Melcher, Lori; Gomez, Enrique; Mastracchio, JoeAnna; 'Grahovec, Ron'; Crawford, John

**Subject:** EIC Final Report for 28 June

**Importance:** High

One additional inquiry from this mornings report.

28 June Final EIC Report			
1A	Issuance	0	
	Inquiry	0	
1B	Issuance	0	
	Inquiry	0	
2A	Issuance	0	
	Inquiry	0	
2B	Issuance	0	
	Inquiry	1	One Request - Customer already had an ID
3	Issuance	0	
	Inquiry	0	
4	Issuance	0	
	Inquiry	0	
5	Issuance	0	
	Inquiry	2	<b>Hereford</b> -one customer ask about the "free id". After visiting with her we determined th system, the customer decided to go home and get the documents she needed to renwe h  Lubbock County Voter registrar and staff came in on Friday to discuss the certificates. I g sample Election Certificate. I informed them that the customer have to ask for the Electio
6A	Issuance	0	
	Inquiry	0	
6B	Issuance	0	
	Inquiry	0	
Total EICs Issued Today		0	
Total EIC Inquiries Today		3	
Total EICs Issued to Date		0	
Total EIC Inquiries to Date		11	

v/r

*Tony Rodriguez*

Customer Operations Senior Manager – South and West

Driver License Division

Texas Department of Public Safety

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